

Name _____

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

1) What three things should be checked as part of a thorough visual inspection?

2) Why should a bulletin search be performed after stored DTCs are retrieved?

3) What is the procedure to follow when diagnosing a vehicle?

4) _____

What are the three types of scan tools?

Answer Key

Testname: INTRO_SHORT34

1) Items that should be checked as part of a visual inspection include:

- Fuel leaks
- Vacuum hoses for faults
- Wiring and connectors for faults
- Usual noises, smoke or smells
- Air filter housing for debris or faults.

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2) Many TSBs refer to stored DTCs so knowing what DTCs are stored is important to know before looking for TSBs.

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3) The procedure to diagnosis a vehicle includes the following steps:

Step #1- Verify the problem (concern)

Step #2-Perform a thorough visual inspection

Step #3- Retrieve diagnostic trouble codes (DTCs)

Step #4- Check for technical service bulletins (TSBs)

Step #5-Determine the root cause and repair the problem.

Step #6- Verify the repair and clear any stored DTCs.

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4) The three types of scan tools include:

1. Factory scan tools
2. Aftermarket scan tools
3. Global scan tools

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